



# RESOURCE GUIDE

## Fleet & Family Support Centers of Hampton Roads

Little Creek .....	462-7563
Newport News.....	688-NAVY
Norfolk.....	444-2102
Northwest .....	421-8770
Oceana .....	433-2912
Yorktown.....	887-4606

After hours, weekends,  
& holidays ..... 757-444-NAVY  
Toll-free ..... 1-800-FSC-LINE

Visit us at our website! ..... [www.ffscnorva.navy.mil](http://www.ffscnorva.navy.mil)



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<b>Military One Source</b> .....	(800) 342-9647
	<a href="http://www.militaryonesource.com">www.militaryonesource.com</a>
<b>en español</b> .....	(877) 888-0727

Unless indicated, all telephone numbers are located in the 757 area code.  
Resources and phone numbers are subject to change without notice.

REVISED JANUARY 2008



# COUNSELING

## ANGER MANAGEMENT

*Fleet and Family Support Centers provide education/skill-building workshops on anger management for active duty personnel & spouses.*

### Fleet and Family Support Centers

Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek .....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown.....	887-4606
Newport News Office.....	688-6289

## BEREAVEMENT

*These agencies are supportive to individuals experiencing grief due to the death of a newborn, child, sibling, parent, or spouse. Contact the appropriate agency for more information.*

Bon Secours Home Healthcare Hospice (children's grief groups) .....	886-6613
Catholic Charities Main Number (Virginia Beach) .....	467-7707
Compassionate Friends .....	484-8161
Empty Arms .....	545-2667
Maryview Bereavement Group and Cancer Support Group .....	398-2452
National SIDS Program Support Center .....	(800) 638-7437
Parents Group .....	404-3747
Riverside Hospice .....	594-2745
SHARE Support Group (miscarriages, stillborn, newborn death) .....	889-5300
Widowed Persons Service Virginia Beach and Norfolk (AARP) .....	461-9457

## COUNSELING RESOURCES

*These agencies can assist individuals access counseling services.*

### Chaplain Duty Offices

Naval Air Station, Oceana, Dam Neck Annex .....	492-6602
Naval Air Station, Oceana.....	433-2871
Night/weekend (via OOD) Oceana & Dam Neck.....	433-2366
Naval Amphibious Base, Little Creek.....	462-7427
Night/weekend (via OOD) pager .....	462-7386
Naval Medical Center, Portsmouth (24 hours).....	953-5550
Naval Station, Norfolk .....	444-7363
Night/weekend (via OOD).....	322-2365
Naval Support Activity, Norfolk, Northwest Annex .....	421-8204/8205
Naval Weapons Station, Yorktown.....	887-4711

### Community Services Boards

Chesapeake .....	547-9334
Colonial Services Board.....	(757) 220-3200
Grafton.....	898-7926
Hampton/Newport News.....	245-0217
Norfolk.....	441-5300
Portsmouth .....	393-8223
Virginia Beach .....	385-0600
York County.....	898-7926

## Departments of Social Services

Camden County, North Carolina .....	(252) 331-4787
Chesapeake .....	382-2000
Currituck County, North Carolina.....	(252) 232-3083
Hampton .....	727-1800
James City County .....	259-3100
Newport News .....	926-6300
Norfolk.....	664-6000
Pasquotank County/Elizabeth City, North Carolina .....	(252) 338-2126
Portsmouth .....	405-1800
Suffolk.....	923-3000
Virginia Beach.....	437-3200
Williamsburg .....	(757) 220-6161
York County/Poquoson.....	890-3787

## Fleet and Family Support Centers

Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Medical Center, Portsmouth .....	953-7801
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown.....	887-4606
Newport News Office.....	688-6289

Information Services Division of the Planning Council .....	625-4543
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Spiritual Fitness Center (formerly CREDO).....	444-1091
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TRICARE Mental Health Care (North Region) .....	(877) 747-9579
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## FAMILY VIOLENCE PREVENTION & AWARENESS

*The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. SECNAV INSTRUCTION 1752.3B requires all military agencies, departments, and individuals to report known or suspected child or known spouse abuse. Commands are required to have an officer or senior enlisted member designated as the unit point of contact for Family Advocacy case referrals and liaison for monitoring cases. Military and civilian agencies are available to provide assistance to families experiencing domestic violence. Fleet and Family Support Centers are available for command consultation and command briefs on the Family Advocacy Program.*

National Domestic Violence Hotline .....	(800) 799-SAFE
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## Navy Family Advocacy

Family Advocacy Social Worker (after hours).....	(757) 444-NAVY
Naval Air Station, Oceana.....	433-2912
Naval Air Station, Oceana Dam Neck Annex .....	492-6342
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2230
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Medical Center, Portsmouth .....	953-7801
Naval Weapons Station, Yorktown.....	887-4301

Virginia Child Abuse Hotline .....	(800) 552-7096
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Virginia Family Violence and Sexual Assault Hotline .....	(800) 838-8238
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Virginia Peninsula Transitions Family Violence Services Hotline.....	723-7774
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**CHILD ABUSE**

Department of Social Services/Child Protective Services

Camden County, North Carolina .....	(252) 331-4787
Chesapeake .....	382-2000
Currituck County, North Carolina.....	(252) 232-3083
Hampton .....	727-1885
James City County .....	259-3100
Newport News .....	926-6600
Norfolk.....	664-6022
Pasquotank County/Elizabeth City, North Carolina .....	(252) 338-2126
Portsmouth .....	393-9500
Suffolk.....	514-7450 (Option 3)
Virginia Beach (24 hours).....	437-3400
Williamsburg.....	(757) 220-6161
York County/Poquoson.....	890-3787
National Child Abuse Hotline .....	(800) 422-4453
Statewide Child Abuse Hotline (24-hour) .....	(800) 552-7096

**SPOUSE ABUSE/DOMESTIC VIOLENCE**

*Shelters for battered women and their children are indicated by an asterisk (\*) below.*

Albemarle Hopeline .....	(252) 338-3011
Albemarle Mental Health Center Crisis Line .....	(888) 627-4747
*AVALON, Williamsburg (Helpline) .....	(757) 258-5051
*COPE Line .....	(800) 542-2673
Family Advocacy Network Services	
Virginia Beach (support for Protective Orders).....	427-4361
*Health and Emergency Response (HER) Abuse Shelter, Portsmouth .....	485-3384
*Samaritan House, Virginia Beach .....	631-0710
Hotline.....	430-2120
Salvation Army Social Service Office.....	455-9677
Victim/Witness Assistance Program	
Chesapeake .....	382-6417
Hampton .....	726-6978
Newport News .....	926-7285
Norfolk.....	664-4850
Portsmouth .....	393-8581, Ext. 3041
Suffolk.....	923-2222
Virginia Beach .....	385-8301
York County/Poquoson.....	890-3402
Transitions Family Violence Hotline (Hampton) .....	723-7774
*YWCA Women in Crisis (shelter and hotline).....	625-5570

**SEXUAL ASSAULT, RAPE, INCEST**

*The following agencies provide supportive assistance, advocacy, and counseling to rape victims and their families. Professional workshops, consultations, and child sexual abuse prevention workshops are also available.*

Fleet and Family Support Centers	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289
Navy Family Advocacy (incest, marital rape, or assault)	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2230
Naval Medical Center, Portsmouth .....	953-7801
Naval Weapons Station, Yorktown .....	887-4301
Albemarle Mental Health Center Crisis Line .....	(888) 627-4747
Regional Sexual Assault Victim Intervention (SAVI) Coordinator.....	462-7563
The Center for Sexual Assault Survivors, Peninsula 24-hour Hotline.....	825-2591
State Domestic Violence and Sexual Assault Hotline .....	(800) 838-8238
YWCA Response, Southside (Hotline).....	622-4300

**STRESS MANAGEMENT**

*The following organizations provide educational presentations or workshops.*

Fleet and Family Support Centers	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289
Norfolk Crisis Hotline (Emergency Services/Crisis Counseling 24 Hours) .....	664-7690

**SUICIDE PREVENTION**

*Military and community support is available to help a service member or family member through the moment of crisis. Help with ongoing concerns can be obtained through Fleet and Family Support Centers or your local Chaplain's office.*

Albemarle Mental Health Center Crisis Line .....	(888) 627-4747
Crisis Intervention 24-Hour Hotline (The Planning Council) .....	622-1126
CSB/Mental Health Emergency Services .....	664-7690
Fleet and Family Support Center (24-hour) .....	(757) 444-NAVY(6289)
TRICARE Mental Health Care (Behavioral Health Care) .....	(877) 747-9579
Chaplain Duty Offices	
Naval Air Station, Oceana.....	433-2871
Naval Air Station, Oceana, Dam Neck Annex .....	492-6602
Night/weekend (via OOD) Oceana & Dam Neck.....	433-2366

Naval Amphibious Base, Little Creek.....	462-7427/28
Night/weekend (via duty cell phone).....	438-3822
Naval Medical Center, Portsmouth (24 hours).....	953-5550
Naval Station, Norfolk .....	444-7363
Night/weekend (via OOD).....	322-2365
Naval Weapons Station, Yorktown .....	887-4711
<b>Fleet and Family Support Centers</b>	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Medical Center Portsmouth Office .....	953-7801
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289
Suicide Hotline Number .....	1-800-273-TALK (8255)
Catholic Charities Suicide Survivors Group (Newport News) .....	875-0060

## FAMILY SUPPORT

### ADOPTION

*Public adoptions in Virginia are handled by the Department of Human Services (1-800-DO-ADOPT). Your Navy Legal Services Office (NLSO) may also assist with legal questions about adoptions, as well as with filing stepparent or immediate relative adoption paperwork with the relevant court. The cost of adoption may be supplemented by the government via the Department of Defense's Adoption Reimbursement benefit. Check with your local Fleet and Family Support Center for more information.*

Adoptions from the Heart (Chesapeake) .....	361-0008
Bethany Christian Services, Inc. (Virginia Beach) .....	499-9367
Catholic Charities of Eastern Virginia, Inc. (Virginia Beach).....	467-7707
Children's Home Society of Virginia, Inc. ....	(800) 247-2888
Jewish Family Services, Inc. (Virginia Beach) .....	459-4640
Lutheran Family Services (Hampton) .....	722-4707
National Adoption Center (Info & Referral).....	(800) TO-ADOPT (862-3678)
<b>Naval Legal Services Offices</b>	
Naval Air Station, Oceana.....	433-2230/3116
Naval Amphibious Base, Little Creek.....	462-4759
Naval Station, Norfolk .....	444-5300
Shore Adoption with H.O.P.E. (Virginia Beach).....	687-8602
United Methodist Family Services of Virginia (Virginia Beach) .....	490-9791
Virginia State Adoption Information .....	(800) DO-ADOPT (362-3678)

### BICULTURAL FAMILY RESOURCES

*The blending of cultures into one family often has its own unique challenges. The following agencies offer support and resources in this area.*

<b>Adult Education (English as a Second Languages/English for Speakers of Other Languages)</b>	
Chesapeake .....	482-5680
Hampton.....	727-1327



Newport News .....	591-4700 Ext. 1136
Norfolk (Stuart Center).....	628-3796
Portsmouth .....	393-8822
Virginia Beach .....	306-0991
Williamsburg-James City County .....	(757) 565-9129
York County (Tu-Th-F) .....	833-2259
<b>Fleet and Family Support Centers</b>	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown.....	887-4606
Newport News Office.....	688-6289
<b>Refugee and Immigration Services of</b>	
Catholic Diocese of Richmond (Hampton Office).....	247-3600
US Citizenship & Immigration Services .....	(800) 375-5283
For Appointments .....	<a href="http://infopass.uscis.gov/">http://infopass.uscis.gov/</a>

## CHILD CARE

*Parents looking for child care may need assistance in the search for quality care. Community child care centers and in-home child care resources can be located in the phone book or newspaper. The following services offer child care or assistance in the search for quality care.*

Navy Mid-Atlantic Region Child Placement Programs .....	1-866-628-9232
Child Care Resources (General Questions) .....	Option 2
Child Development Centers .....	Option 4
Child Development Homes (Becoming a Provider).....	Option 3
School-Age Care/Youth Centers.....	Option 5
24/7 Group Home (for children of shift workers and watch standers) .....	Option 2
The Planning Council, Child Care Answer Line .....	627-3993
The Child Caring Connection, Williamsburg .....	229-7940
<b>Department of Social Services</b>	
Chesapeake .....	382-2000
Hampton .....	727-1800
James City County (does not make referrals) .....	259-3201
Newport News (Denbigh Office).....	369-3160
Newport News (Jefferson Avenue Office).....	926-6300
Norfolk (does not make referrals) .....	664-6000
Portsmouth (does not make referrals).....	405-1800
Suffolk (does not make referrals) .....	923-3000
Virginia Beach .....	437-3200
Williamsburg (does not make referrals) .....	220-6161
York County/Poquoson.....	890-3976
Child Care Aware/Child Care Subsidy Hotline .....	1-800-424-2246
or Website .....	<a href="http://www.naccrra.org/militaryprograms">www.naccrra.org/militaryprograms</a>



**EMERGENCY CHILD CARE**

*Parents looking for assistance in an emergency can contact the Navy Mid-Atlantic Region Child Placement Programs Office or the FFSC Information and Referral 24-Hour Hotline.*

Navy Mid-Atlantic Region Child Placement Programs Office... 1-866-628-9232 (Option 1)

**Child Care Centers**

- Virginia Department of Social Services, Eastern Regional Office..... 491-3990
- Fleet and Family Support Center, Norfolk (24-hour I&R Hotline).(757) 444-NAVY (6289)

**EXCEPTIONAL FAMILY MEMBER PROGRAM**

*EFMP is a mandatory enrollment program that provides detailers information they need in order to assign families to duty stations that can support their special needs.*

Naval Medical Center, Portsmouth (FFSC EFMP Liaison) ..... 953-7805

**Branch Medical Clinics EFMP Coordinators**

- Dam Neck..... 953-9914/12
- Little Creek (Boone) ..... 953-8274/8167
- Naval Medical Center, Portsmouth (Hospital Staff and Dependents)..... 953-5164/5620
- Norfolk (Sewells Point)..... 953-8895/8884
- Northwest..... 421-8220
- Oceana ..... 953-3845
- Yorktown/Williamsburg ..... 953-8402
- EFMP Office at NAVPERSCOM (Customer Service) ..... (866) 827-5672 (Option 2)

**Community Services Boards**

- Chesapeake ..... 547-9334
- Hampton/Newport News..... 245-0217
- Norfolk..... 441-5300
- Portsmouth ..... 393-8223
- Virginia Beach ..... 385-0600
- York County..... 898-7926

**EFMP Family Members Support Groups**

- FFSC EFMP Liaison ..... 953-7805
- Lincoln Family Housing (EFMP Family Club) ..... 961-7530

**Fleet and Family Support Centers**

- Naval Air Station, Oceana..... 433-2912
- Naval Amphibious Base, Little Creek..... 462-7563
- Naval Station, Norfolk ..... 444-2102
- Naval Support Activity, Norfolk, Northwest Annex ..... 421-8770
- Naval Weapons Station, Yorktown ..... 887-4606
- Newport News Office..... 688-6289

Information Center, S.E. Virginia (or dial “211” from a land line)..... (800) 230-6977

Local direct-dial number..... 625-4543

Information Services Division of the Planning Council ..... 625-4543

**Parent Resource Centers for Public Schools**

- Chesapeake ..... 482-5923
- Hampton..... 896-7623/7624
- Newport News ..... 591-4527
- Norfolk..... 892-3385/3318
- Portsmouth ..... 393-8791
- Suffolk ..... 925-5579
- Virginia Beach (Special Education Annex) ..... 263-2066
- York County..... 890-1017

Social Security Administration.....	(800) 772-1213
Transportation	
HRT Handi-Ride (M.V. Transportation) .....	445-8010 (Option 1)
Virginia Department of Rehabilitative Services .....	(800) 552-5019
Hampton/Newport News .....	865-4863
Norfolk.....	455-0831
Portsmouth .....	686-5004
Virginia Beach .....	683-8440
Williamsburg.....	(757) 253-4817

## NEW PARENT SUPPORT (NAVY)

*The New Parent Support Home Visitation Program (NPSHVP) is a voluntary, early intervention program for military parents who are expecting and/or have children up to the age of 3 years. The program is designed to promote positive early family interactions, to nurture child development, and to prevent child abuse.*

NPSHVP Regional Office (Intake).....	462-7563
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## PARENTING RESOURCES

*For information or programs designed to enhance parenting skills, contact the following organizations/groups.*

Department of Defense Website.....	<a href="http://www.militarystudent.dod.mil">www.militarystudent.dod.mil</a>
Bon Secours Hampton Roads Health Line/Community Education ..	From Peninsula 886-6700
.....	From Southside 889-2273
Child Help USA.....	(800) 4-A-CHILD
Family Focus (Grafton) .....	898-2945
Fleet and Family Support Centers	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289
Kids Priority One .....	244-5373
Navy-Marine Corps Relief Society (Budgeting for Baby)	
Little Creek .....	464-9364
Norfolk.....	423-8830
Naval Medical Center, Portsmouth .....	953-5956
Oceana .....	433-3383/3384
Parent Connection .....	962-5514
Parents as Teachers.....	397-2121
Military Parents as Teachers.....	444-2853
Pendleton Child Service Center .....	385-4537
Seton Youth Shelters.....	963-5795
Boys' Residence.....	498-4673
Girls' Residence .....	306-1840
The Up Center (Formerly Child and Family Services of Eastern Virginia).....	397-2121
Virginia Beach City Child & Youth Services.....	385-0850

**SINGLE PARENT RESOURCES**

*Parents looking for support services, education, consultation, counseling, recreational, or social services may contact the following agencies. Naval Legal Service Offices (NLSOs) may also provide assistance with nonsupport and paternity issues of single parents.*

Boys & Girls Clubs and Military Youth Services	
Boys & Girls Club Administrative Office and Southside Clubs .....	853-5632
Hampton (Citizens Boys & Girls Club) .....	244-6610
Newport News .....	247-1364
Fort Eustis Youth Services .....	878-1149
Fort Monroe School-Age .....	788-3595
Fort Monroe Youth Services .....	788-3957
Fort Story Youth Services .....	422-7714
Langley AFB Shellbank Youth Center .....	764-2300
Midway Manor .....	444-1007
NAB Little Creek .....	462-8718
NAS Oceana .....	433-3976
NSA Norfolk .....	444-8259
NSA Northwest .....	421-8258
NNSY Portsmouth .....	396-1990
NWS Yorktown .....	887-4310
Boy Scouts of America	
Peninsula (Newport News) .....	595-3356
Southside (Virginia Beach) .....	497-2688
Fleet and Family Support Centers	
Naval Air Station, Oceana .....	433-2912
Naval Amphibious Base, Little Creek .....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office .....	688-6289
Girl Scout Council of Colonial Coast, Chesapeake .....	547-4405
Girl Scout Council of Colonial Coast, Peninsula .....	595-9802
Military Legal Service Office	
Coast Guard .....	628-4200
Fort Eustis .....	878-3031 Option 222
Langley AFB .....	764-3277
Naval Legal Service Office (NLSO)	
Naval Air Station Oceana .....	433-2230
Naval Amphibious Base, Little Creek .....	462-4759
Naval Station Norfolk, Appointments .....	444-5053
Main Number .....	444-5300
Parents Without Partners .....	498-2666
STOP Organization .....	858-1360
The Up Center Mentoring Program (formerly Big Brothers/Big Sisters)...	
Hampton .....	622-7017, Ext. 125
Williamsburg .....	827-0110
	253-0676

# FINANCIAL

## ALLOTMENTS, DIRECT DEPOSIT SYSTEM (DDS)

*The following resources will provide more information about allotments, including how to set up or discontinue an allotment.*

DFAS website .....	<a href="https://mypay.dfas.mil/mypay.aspx">https://mypay.dfas.mil/mypay.aspx</a>
Defense Finance Accounting Service (DFAS "411") (DDS-A/D Customer Service Cleveland).....	(888) 332-7411
Defense Finance Accounting Service (Recording of numbers).....	(216) 522-5630
Defense Finance Accounting Service (Retiree Pay).....	(800) 321-1080
Personnel Support Detachment (PSD)	
Naval Air Station, Oceana.....	433-3013/2769
NAS Oceana Dam Neck Annex (CSD) .....	492-6580/6589
Naval Amphibious Base, Little Creek.....	462-8059/8065
Naval Station Norfolk (ID Labs/Disbursing) .....	445-5202/444-8263/445-4934
Naval Support Activity, Norfolk, Northwest Annex .....	Call Oceana's PSD

## BANKRUPTCY

*Naval Legal Service Offices offer advice to military members and families on a variety of concerns.*

Naval Legal Service Office (NLSO)	
Naval Air Station Oceana.....	433-2230
Naval Amphibious Base, Little Creek.....	462-4759
Naval Station Norfolk, Appointments .....	444-5053
Main Number.....	444-5300

## CONSUMER COMPLAINTS

*These agencies maintain consumer files on local businesses, conduct investigations, and offer educational workshops for consumers. Naval Legal Service Offices (listed directly above) may assist in resolving consumer complaints.*

Armed Forces Disciplinary Control Board .....	322-2934/35
Better Business Bureau.....	531-1300
Consumer Protection Agencies	
North Carolina Office .....	(919) 716-6000
Richmond Office .....	(804) 786-2042
Toll Free .....	(800) 552-9963
Virginia Beach .....	385-5836
Federal Trade Commission/Military Sentinel .....	<a href="http://www.consumer.gov/military">www.consumer.gov/military</a>
Virginia Office of Consumer Affairs (all other cities in Virginia) .....	(800) 552-9963

## CREDIT REPORTING AGENCIES

*Credit reporting agencies are clearinghouses for credit information on businesses and individuals. They sell credit history to creditors and individuals. Individuals can obtain their own personal credit history from these agencies.*

Equidata (Peninsula).....	873-0519
Equifax .....	(800) 685-1111
Experian .....	(888) 397-3742
Retail Alliance (Norfolk).....	466-1600
Trans Union.....	(800) 916-8800 or (800) 888-4213

Free Annual Credit Report..... [www.annualcreditreport.com](http://www.annualcreditreport.com)  
.....(877) 322-8228 or (877) FACT-ACT

**EMERGENCY ASSISTANCE (FINANCIAL)**

*This organization may assist families with emergency loans for food, shelter, clothing, and emergency transportation.*

Navy-Marine Corps Relief Society	
Little Creek .....	462-1596
Norfolk.....	322-1171/3134
Oceana .....	433-3383/3384
Portsmouth (Mon-Fri: 0800-1600) .....	953-5956
After Hours.....	(757) 444-NAVY

**FINANCIAL/DEBT MANAGEMENT  
COUNSELING & FINANCIAL EDUCATION**

*The first resource used for short-term counseling should be a trained Command Financial Specialist. If not available, or if consultation is required, the Fleet and Family Support Centers and/or the Navy-Marine Corps Relief Society can provide this service on a referral basis.*

**Short-Term Counseling and Financial Education**

Fleet and Family Support Centers	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown.....	887-4606
Newport News Office.....	688-6289
Navy-Marine Corps Relief Society	
Little Creek .....	462-1596
Naval Medical Center Portsmouth.....	953-5956
Norfolk.....	322-1171/3134
Northwest.....	421-8350
Oceana .....	433-3383/3384

**Long-Term Counseling/Debt Management**

Consumer Financial Counseling	
Catholic Charities (Intake) .....	484-0703
Clear Point Financial Solutions (Formerly Consumer Credit Counseling)	
Chesapeake .....	548-9406
Elizabeth City, NC .....	(252) 335-9160
Portsmouth .....	488-2227
Virginia Beach (College Park).....	424-2060
Virginia Beach (Independence Blvd.) .....	473-2227
Peninsula Consumer Credit Counseling.....	827-8344
The Up Center (formerly Child and Family Services of Eastern Virginia-Norfolk)..	625-2227
<b>Taxes</b>	
Volunteer Income Tax Assistance.....	444-9081

**LEGAL**

*These resources may provide assistance with legal matters such as reviewing contracts. For letters of indebtedness, your first point of contact would be your Command Financial Specialist (CFS). If your command does not have a CFS, contact your Command Legal Officer. These individuals are trained to assist Commanding Officers in processing letters of indebtedness as outlined in MILPERSMAN ARTICLE 6210140 (Standard Subject Identification Code (SSIC) #7000-020).*

Lawyers Referral Service (Hampton Roads).....	623-0132
Legal Aid Society of Eastern Virginia	
Central Intake (New Clients) .....	827-5078
Norfolk.....	627-5423
Virginia Beach.....	552-0369/0026
Williamsburg.....	(757) 220-6837
Naval Legal Service Office (NLSO)	
Naval Air Station Oceana.....	433-2230
Naval Amphibious Base, Little Creek.....	462-4759
Naval Station Norfolk, Appointments .....	444-5053
Main Number.....	444-5300
Virginia Lawyer Referral Service.....	(800) 552-7977
Community Mediation Center, Norfolk .....	480-2777
<i>Provides conflict resolution services for disputes related to consumer/business, tenant/landlord, workplace conflicts and family issues, including divorce, custody, and parenting plans.</i>	

**PATERNITY AND CHILD SUPPORT**

*DoD Directive 1344.3, MILPERSMAN ARTICLE 1754.030 and FMRDOD 7000.14-R set the guidelines for nonsupport and paternity policy. NLSOs can advise in these matters.*

Child Support Enforcement	
All Hampton Roads Offices.....	(800) 468-8894
Juvenile and Domestic Relations Intake Services/Clerk's Office	
Chesapeake .....	382-8188
Currituck County, North Carolina.....	(252) 232-2626
Elizabeth City, North Carolina.....	(252) 331-4759
Hampton .....	727-6357/6184
Newport News .....	926-3603
Norfolk.....	664-7610
Portsmouth .....	393-8571
Virginia Beach.....	385-4361/62
Williamsburg, James City County .....	(757) 564-2200
York County.....	890-3480
Naval Legal Service Office (NLSO)	
Naval Air Station Oceana.....	433-2230
Naval Amphibious Base, Little Creek.....	462-4759
Naval Station Norfolk, Appointments .....	444-5053
Main Number.....	444-5300

# INDIVIDUAL AUGMENTATION (IA)

OR

## GLOBAL WAR ON TERROR SUPPORT ASSIGNMENT (GSA)

*In support of the global war on terrorism (GWOT), the Navy is sending IAs to assist commands in other branches of the service, primarily the Army and Marine Corps. These assignments are not on ships, but on the ground in places like Iraq, Afghanistan, Guantanamo Bay or Africa. IAs can be sent anywhere in the world that they are needed.*

### EXPEDITIONARY COMBAT READINESS CENTER (ECRC)

*Established to be a conduit for information for Sailors and their families during an IA assignment.*

COMECRC

NAB Little Creek

1213 5th Street, Bldg. 3542

Norfolk VA 23521-2316

Family Care Line (24-hour)..... (877) 364-4302

Family Readiness Help Desk .....ecrc.fs.fct@navy.mil

*IA handbooks for the sailor and for family members are available on the ECRC website.*

Website .....<http://www.ecrc.navy.mil/>

### ADDITIONAL IA (GSA) RESOURCES

ECRC 24-hour Staff Duty Officer ..... 763-8640

Headquarters Automated Switchboard ..... 462-4744

Fleet and Family Support Centers

Naval Air Station, Oceana..... 433-2912

Naval Amphibious Base, Little Creek ..... 462-7563

Naval Station, Norfolk ..... 444-2102

Naval Support Activity, Norfolk, Northwest Annex ..... 421-8770

Naval Weapons Station, Yorktown ..... 887-4606

Newport News Office..... 688-6289

### OTHER IA (GSA) RESOURCES

Military One Source..... <http://www.militaryonesource.com>

Military Homefront.....<http://www.militaryhomefront.dod.mil>



# MEDICAL/HEALTH CARE and TRICARE QUESTIONS

## TRICARE QUESTIONS

*Health Benefits Advisors (HBAs) are individuals able to answer questions about TRICARE benefits and are available at the following locations.*

Health Benefits Advisors (HBAs)

Branch Health Clinic, Naval Air Station, Oceana.....	953-3881/83
Branch Health Clinic, Naval Amphibious Base, Little Creek .....	953-8351 (Option 6)
Branch Health Clinic, Naval Weapons Station, Yorktown.....	953-8441
Langley Air Force Base.....	225-5111
McDonald Army Health Center, Fort Eustis.....	314-7939
Naval Medical Center, Portsmouth .....	953-2610/11
Sewells Point Branch Medical Clinic, Naval Station, Norfolk.....	953-8708
TRICARE Prime Chesapeake.....	953-6382
TRICARE Prime Virginia Beach.....	953-6708
TRICARE Behavioral Health Provider & Appointment Assistance .....	(877) 747-9579
TRICARE Info North Region .....	(877) 874-2273
TRICARE Medical Appointments .....	(866) 645-4584

## TRICARE PRIME CLINICS

*All these clinics provide primary and acute care to enrolled active duty and family members. These clinics are not equipped to handle life-threatening emergencies.*

Branch Health Clinic, Naval Air Station, Oceana.....	953-3933
Branch Health Clinic, Naval Air Station, Oceana, Damneck Annex .....	953-9915
Branch Health Clinic, Naval Amphibious Base, Little Creek.....	953-8351
Branch Health Clinic, Naval Weapons Station, Yorktown .....	953-8432
Branch Health Clinic, Northwest.....	421-8220/8221
Sewells Point Branch Medical Clinic .....	953-9000
TRICARE Prime, Naval Medical Center, Portsmouth .....	953-2411
TRICARE Prime Chesapeake.....	953-6366
TRICARE Prime, Lynnhaven Parkway (Virginia Beach).....	953-6708

## DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

*A computerized information service used to verify enrollment and confirm eligibility for those individuals entitled to uniformed services benefits.*

Beneficiary Telephone Center (DMDC Support Office) .....	(800) 538-9552
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## DENTAL INFORMATION

*United Concordia Companies, Inc. (UCCI) covers basic dental care for the spouses and children of active duty military members for a monthly premium. To enroll family members, contact UCCI at (888) 622-2256. The following clinics see primarily active duty personnel, but space available appointments can be made for eligible family members, for emergencies and overseas screening.*

Naval Dental Clinic

Naval Air Station, Oceana Branch.....	953-3933
Naval Air Station, Oceana, Damneck Annex .....	953-9914/15
Naval Amphibious Base, Little Creek Branch.....	953-8351

Naval Dental Center, Norfolk .....	953-8526
Naval Support Activity, Norfolk, Northwest Annex .....	421-8225
Naval Weapons Station, Yorktown .....	953-8417
United Concordia Companies, Inc. (UCCI).....	(800) 866-8499

**MEDICAL FACILITIES (FAMILY MEMBERS ONLY)**

*These military clinics will see family members with an appointment. The pharmacy will serve both active duty and those individuals entitled to medical benefits.*

Branch Health Clinic, Naval Air Station, Oceana.....	953-3933
Branch Health Clinic, Naval Amphibious Base, Little Creek.....	953-8351
Branch Health Clinic, Naval Weapons Station Yorktown .....	953-8432
Branch Health Clinic, NNSY Portsmouth.....	953-6500
Craven Army Health Clinic, Fort Monroe.....	314-8023/8024
First Fighter Wing Hospital, Langley Air Force Base .....	225-7630/764-6833
McDonald Army Health Center, Fort Eustis, Information .....	314-7500
Naval Medical Center, Portsmouth Central Appointments (TRICARE) .....	(866) 645-4584
Patient Information .....	953-5002/5008
Pharmacy .....	953-0258/59
Refills .....	953-6337
Northwest Clinic Appointments (TRICARE).....	420-8220/8221
Sewells Point Branch Medical Clinic, Naval Station, Norfolk .....	953-9000
TRICARE Clinic Central Appointments.....	(866) 645-4584
TRICARE North Customer Service .....	(877) 874-2273

**MENTAL HEALTH RESOURCES**

*TRICARE has a selected network of contracted mental health providers and community resource contacts for family members in the Hampton Roads area. In an emergency, active duty members can be referred to their medical clinics or can be seen at Fleet and Family Support Centers.*

TRICARE Behavioral Health Appointment Assistance.....	(877) 747-9579
Mental Health Association in South Hampton Roads.....	853-2606
Fleet and Family Support Centers	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289
Spiritual Fitness Center, Norfolk .....	444-1091

**MILITARY SICK CALL**

*These clinics designate certain hours for military members to be seen on an appointment basis. For military sick call appointments, call (866) 645-4584.*

Branch Health Clinic, Dam Neck Annex .....	953-9914
Branch Health Clinic, Naval Air Station, Oceana.....	953-3933
Branch Health Clinic, Naval Amphibious Base, Little Creek.....	953-8351
Branch Health Clinic, NNSY Portsmouth.....	953-6500

Craven Army Health Clinic, Fort Monroe,	314-8023/8024
Langley Air Force Base	764-6833
Naval Medical Center, Portsmouth	953-5000
Naval Weapons Station, Yorktown	953-8432
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	953-9000

**PATIENT CONTACT REPRESENTATIVES**

*These representatives act as a liaison between the patient and the clinic. They receive complaints, investigate, and provide feedback to the patient.*

Branch Health Clinic, Naval Air Station, Oceana	953-3831
Branch Health Clinic, Naval Amphibious Base, Little Creek	953-8287
Branch Health Clinic, Naval Weapons Station, Yorktown	953-8429
First Fighter Wing Hospital Langley AFB	225-7630, Ext. 553
McDonald Army Health Center, Fort Eustis	314-7855
Naval Medical Center, Portsmouth	953-2600
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	953-8726

**HEALTH EDUCATION (HEALTH PROMOTIONS/WELLNESS)**

*Educational programs are available to commands and family support organizations on a variety of health-related topics. To determine the availability of program topics in your area, contact the office listed below. Call 1-866-645-4584 to schedule classes.*

Branch Health Clinic, Naval Air Station, Oceana	953-3841
Branch Health Clinic, Naval Amphibious Base, Little Creek	462-1734
Branch Health Clinic, Norfolk Naval Shipyard, Portsmouth	953-6500
Naval Medical Center, Portsmouth (PHA)	957-5090
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	953-8814
Northwest Clinic	421-8220
Website	<a href="http://www-nmcp.med.navy.mil/Wellness/index.asp">http://www-nmcp.med.navy.mil/Wellness/index.asp</a>

**Topics may include:**

- |                      |                        |               |                     |
|----------------------|------------------------|---------------|---------------------|
| • Diabetes Education | • Healthy Heart Series | • Right Weigh | • Tobacco Cessation |
| • Healthy Heart      | • Nutrition Basics     | • Ship Shape  |                     |

**SUBSTANCE ABUSE (ACTIVE DUTY)**

*The following resources provide information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders. Referrals are made through the command DAPA.*

**Substance Abuse/Alcohol Rehabilitation Department**

Fort Eustis	314-7915
Fort Monroe	Call Fort Eustis
Langley Air Force Base	764-6840
Naval Air Station, Oceana (DAPA)	433-3380
Naval Amphibious Base, Little Creek (DAPA)	462-7624
Naval Medical Center, Portsmouth (DAPA)	953-7437
Naval Weapons Station, Yorktown (DAPA)	887-7566/268-6264
Sewells Point (DAPA)	953-8884/8712

Crisis Hotline (24-hour information and referral) .....	622-1126
Substance Abuse Rehabilitation Program (Norfolk)	
Duty Office (Night only) .....	444-8506, Ext. 362
Family Program.....	444-8506, Ext. 355
Norfolk (Inpatient) .....	444-8506, Ext. 313

**SUBSTANCE ABUSE (FAMILY MEMBERS)**

*The following agencies/programs may provide resources to family members with questions or concerns about substance abuse.*

Al-A-Teen .....	499-1443
Al-Anon Information Service of Tidewater .....	499-1443
Al-Anon (Peninsula) .....	875-9429
Alcoholics Anonymous	
Tidewater Intergroup.....	490-3980
Peninsula.....	595-1212
Crisis Hotline (24-hour information and referral) .....	622-1126
NAR-ANON Family Group .....	(800) 477-6291
Narcotics Anonymous.....	(818) 773-9999, Ext. 771 or 459-8467
Website .....	<a href="http://www.na.org/index.htm">http://www.na.org/index.htm</a>
Salvation Army, Norfolk .....	499-0032
Salvation Army Alcohol Rehabilitation Center .....	499-0032
VET Center, Norfolk (After-Care Program) .....	623-7584

**AMERICAN RED CROSS**

*The American Red Cross may assist with emergency funding as well as supporting requests for emergency leave. Contact the office nearest you.*

Fort Eustis .....	878-3339
Hampton/Newport News (Hampton Roads Chapter) .....	838-7320
Langley Air Force Base (If no one available, call Hampton Roads Chapter)	225-4060/4061
Naval Medical Center, Portsmouth .....	953-5435
Naval Station, Norfolk (24 hours) .....	440-1111
Norfolk Naval Shipyard, Portsmouth .....	440-1111
Tidewater Chapter, Norfolk .....	446-7700
Williamsburg Chapter .....	(757) 253-0228
York County/Poquoson.....	898-3090
Toll-free Armed Forces Emergency Services (24 hours).....	(877) 272-7337

**OTHER RESOURCES**

**DESIGNATED SHOPPER/AGENT ASSIST PROGRAM**

*A program that allows an authorized commissary or exchange patron (who may be disabled) to request a designated person or “agent” accompany the patron to assist him/her with shopping or be allowed to make purchases on his or her behalf at those facilities. Guidelines may be found in BUPERSINST 1750.10B, effective 20 December 2002. Contact the following for local base access approvals.*

Naval Amphibious Base, Little Creek (Pass & I.D.) .....	462-4002
Naval Station, Norfolk (Pass Office) .....	322-2976/2974/2968
Naval Air Station, Oceana (Pass Office) .....	433-3212

EDUCATIONAL RESOURCES

*The following offices of local colleges and universities provide information on degree programs and individual classes. Navy College is available to military personnel to assist them with questions about continuing education programs. The Educational Opportunity Center provides career information, career interest testing, educational guidance to individuals entering and/or returning to college, and financial information.*

Christopher Newport University .....	594-7015
College of Albemarle, Elizabeth City .....	(252) 335-0821
College of William and Mary .....	(757) 221-4000
Eastern Shore Community College .....	(757) 789-1789
Elizabeth City State University.....	(800) 347-3278
Hampton University.....	727-5000
Norfolk State University .....	823-8600
Old Dominion University .....	683-3000
Paul D. Camp Community College .....	569-6700
Regent University.....	226-4000
Thomas Nelson Community College .....	825-2700
Tidewater Community College.....	(800) 371-0898/822-1122
Virginia Wesleyan College .....	(800) 737-8684/455-3200
On-Base Education Offices/Navy College Offices	
Naval Air Station, Oceana.....	433-3129
Naval Air Station, Oceana, Dam Neck Annex .....	492-6183
Naval Amphibious Base, Little Creek.....	462-8279
Naval Medical Center, Portsmouth .....	953-7853
Naval Station, Norfolk .....	444-7453
Educational Opportunities Center	
Peninsula (Appointments) .....	926-6107
Southside (Main Office) .....	683-2312
Virginia Beach Adult Learning Center.....	306-0991

EMPLOYMENT

*The Virginia Employment Commission provides listings of federal, state, and local full- and part-time job opportunities. Career Development Resource Centers at Fleet and Family Support Centers offer transitioning military personnel, retirees, and their family members access to Virginia Employment Commission information and services, as well as job search skill development, counseling, and support.*

Career Development Resource Centers at Fleet and Family Support Centers	
Naval Air Station, Oceana .....	433-2912
Naval Amphibious Base, Little Creek .....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown.....	887-4606
Newport News Office.....	688-6289

## Virginia Employment Commission (VEC)

Chesapeake .....	547-9717
Hampton/Newport News .....	865-5800
FFSC Norfolk .....	440-4024/25
Norfolk .....	455-3960
Portsmouth .....	314-1526
Suffolk .....	925-2376
Williamsburg .....	(757) 253-4738

## North Carolina Employment Security Commission

Jobs Line .....	(800) 768-5627
Dare County Area .....	(252) 480-3500
Pasquotank County/Elizabeth City, North Carolina .....	(252) 331-4798

## Civilian Workforce Initiative:

Peninsula Worklink .....	865-5874
Southside One-Stop Workforce Center (Opportunity, Inc.) .....	461-7537

## FOOD (EMERGENCY ASSISTANCE)

*The following agencies may assist with emergency food assistance to meet basic needs.*

### American Red Cross

Fort Eustis .....	878-3339
Hampton/Newport News (Hampton Roads Chapter) .....	838-7320
Naval Medical Center, Portsmouth .....	953-5435
Naval Station, Norfolk (24 hours) .....	440-1111
Tidewater Chapter, Norfolk .....	446-7700
Williamsburg Chapter .....	(757) 253-0228
York County/Poquoson .....	898-3090

### Navy-Marine Corps Relief Society

Little Creek .....	462-1596
Norfolk .....	322-1171/3134
Oceana .....	433-3383/3384
Portsmouth .....	953-5956

## FOOD AND FOOD STAMPS (NON-EMERGENCY)

*Food stamp programs are government subsidized food programs for low-income families. Self Help and Resource Exchange (Share) is a community food program that requires the participant to exchange community service hours plus a small fee for a food package.*

### Departments of Social Services

Camden County, North Carolina .....	(252) 331-4787
Chesapeake .....	382-2000
Currituck County, North Carolina .....	(252) 232-3083
Hampton .....	727-1800
James City County .....	(757) 259-3100
Newport News (Jefferson Avenue Office) .....	926-6300
Norfolk .....	664-6035
Pasquotank County/Elizabeth City, North Carolina .....	(252) 338-2126
Portsmouth .....	405-1800
Suffolk .....	514-7450/923-3000
Virginia Beach .....	437-3200
Williamsburg .....	(757) 220-6161

York County/Poquoson.....	890-3787
SHARE Peninsula (Also serves the Southside. c/o the Foodbank) .....	596-7188

## **Women, Infants, and Children (WIC)**

*This is a supplemental food program funded by the U.S. Department of Agriculture (USDA). WIC is administered in Virginia by the State Department of Health through the local health departments.*

### **Hampton Roads**

Chesapeake .....	382-8608
Hampton .....	727-1140
Newport News	
Headquarters.....	594-7502
Denbigh/York County .....	886-2810
East End Health Facility .....	247-8079

### **Norfolk**

East Little Creek.....	531-2150
Headquarters (Huntersville) .....	683-9243

Portsmouth .....	393-5340
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Suffolk.....	686-4955/4956
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### **Virginia Beach**

Main Office (Pembroke Corporate Center 3) .....	518-2789
Beach Office (Norfolk Avenue) .....	491-5183
Green Run (Independence & Foxwood Dr.).....	424-9970
Naval Air Station, Oceana .....	491-5928
Williamsburg/James City County .....	(757) 253-4741

### **North Carolina**

#### **Albemarle Regional Health Services**

Camden County Health Services .....	(252) 338-4460
Currituck County WIC Site .....	(252) 232-2271

Dare County Department of Public Health.....	(252) 475-5003
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Pasquotank County Health Department .....	(252) 338-4400
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## **HOME MEAL SERVICE**

*These agencies provide in home meal service for the homebound.*

### **Meals on Wheels**

Chesapeake (Chesapeake General Hospital).....	312-6458
Hampton (Peninsula Agency on Aging) .....	873-0541
Newport News .....	873-0541
Norfolk.....	892-5210
Poquoson .....	873-0541
Suffolk.....	934-4911
Virginia Beach .....	306-2721
Williamsburg.....	(757) 229-9250
Yorktown .....	898-4252

Senior Services of Southeastern Virginia .....	461-9481
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**HOUSING (EMERGENCY ASSISTANCE)**

*The following agencies may be able to assist with referrals to low income housing and/or provide emergency financial assistance.*

American Red Cross	
Fort Eustis .....	878-3339
Hampton/Newport News (Hampton Roads Chapter) .....	838-7320
Langley Air Force Base (If no one available, call Hampton Roads Chapter) .....	225-4060/4061
Naval Station, Norfolk (24 hours) .....	440-1111
Naval Medical Center, Portsmouth .....	953-5435
Southeastern Virginia Chapter .....	446-7700
Williamsburg Chapter.....	(757) 253-0228
York County/Poquoson Chapter.....	898-3090
Navy-Marine Corps Relief Society	
Little Creek .....	462-1596
Norfolk.....	322-1171/3134
Oceana .....	433-3383/3384
Portsmouth .....	953-5956
Salvation Army	
Hampton.....	838-4875
Norfolk.....	455-9677
Portsmouth .....	393-2519
Samaritan House, Virginia Beach .....	631-0710
(Hotline).....	430-2120
Union Mission, Norfolk (Men’s Shelter).....	627-8686

**ID CARDS**

Naval Air Station Oceana.....	433-3013/2184
Naval Amphibious Base, Little Creek.....	462-8065
Naval Station Norfolk (NEX).....	444-8263
Naval Station Norfolk (PSD).....	445-5202
Website for ID Card Appointments.....	<a href="http://www.psalant.navy.mil/">www.psalant.navy.mil/</a>

**OMBUDSMAN PROGRAM**

*The Navy Family Ombudsman Program was created in 1970 as a direct, official link between commands and families. The Ombudsman serves as a liaison between the Commanding Officer and the families and is available to provide information and assistance to family members. Your local Fleet and Family Support Center maintains current rosters of all ombudsmen assigned in the Hampton Roads area.*

Ombudsman Coordinator .....	444-2102
Hampton Roads Ombudsman Chair/Care Line .....	444-6288
Website .....	<a href="http://www.ffscnorva.navy.mil/ombudsman.html">www.ffscnorva.navy.mil/ombudsman.html</a>
E-mail .....	<a href="mailto:elizabeth.hengeler.ctr@navy.mil">elizabeth.hengeler.ctr@navy.mil</a>

**RELOCATION ASSISTANCE**

*Fleet and Family Support Centers and area agencies offer services to assist mobile military families entering or leaving the Hampton Roads area. Active duty personnel and their family members are encouraged to take advantage of the Relocation Assistance Program (RAP) which provides services and resources to assist military members and their families in all aspects of relocation. Information on virtually all military bases worldwide, housing, cost of living, schools, taxes, employment, unique area information, and more is available. A variety of basic kitchen and survival items are available for loan to assist families awaiting their household goods. Workshops that address all facets of moving and relocation are conducted, both for CONUS and overseas moves. The Navy Welcome Center at the Personnel Support Mall (445-2832) in Norfolk can provide personnel and their families with information on the Public Private Venture and civilian housing, Rental Partnership Program, and other rental units.*

Fleet and Family Support Centers, Relocation Assistance Program	
Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News office.....	688-6289
Military Homefront Installations info .....	
<a href="http://www.militaryinstallations.dod.mil/ismart/MHF-MI/">http://www.militaryinstallations.dod.mil/ismart/MHF-MI/</a>	
Military Housing Information	
Naval Welcome Center, Personnel Support Mall .....	445-2832
Navy Lodges	
Naval Station, Norfolk .....	489-2656
Naval Amphibious Base, Little Creek.....	464-6215
CONUS Reservations (NAVY INN).....	(800) 628-9466
Naval Air Station Oceana, Dam Neck Annex .....	437-8100
Personal Property Shipping Office.....	(877) 619-8596 or 443-3700

**RETIREE ASSISTANCE**

*The Retired Activities Program is mandated by the Secretary of the Navy as well as Chief of Naval Operation Directives. The Retired Activities Office (RAO) staff provides assistance in preparing claims for unpaid compensation, the Survivor's Benefits Plan, all types of Government Life Insurance, death benefits under the Civil Services Retirement System when combined with military retirement; problems with annuity pay; former spouse claims and benefits; health care issues; retiree casualty assistance; military records; Dual Compensation Act; benefits for family members, veterans benefits; and pre-retirement planning. Retiree seminars are held each year to bring retirees up-to-date on current issues. The dates for these seminars are published throughout the year in "Shift Colors." The RAO encourages volunteerism and also provides referrals to other agencies and services organizations.*

Naval Station, Norfolk .....	444-2102
Naval Amphibious Base, Little Creek.....	462-7563

**TRANSITION ASSISTANCE MANAGEMENT PROGRAM (TAMP)**

*The TAMP program provides services to assist military members and their families with an effective transition into the civilian work force or a military relocation.*

**Transition Assistance Program (TAP)**

*A four-day class for retirees, separatees, and their spouses addresses managing transitional change, financial planning, veterans benefits, career and job search techniques, resume writing, interview techniques, and many other aspects associated with transition from the military. To attend this seminar, contact your command career counselor.*

**Career Development Resource Center (CDRC)**

*Offers computerized employment and career information systems: local job banks, job search seminars for military and family members, individual employment and career counseling, and a reference library.*

**Fleet and Family Support Centers**

Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
Newport News Office.....	688-6289

**VEHICLE STICKER/PASSES**

Naval Air Station, Oceana.....	433-3212
Naval Amphibious Base, Little Creek.....	462-4001/7279
Naval Station, Norfolk .....	322-2976/2974/2978
Naval Medical Center, Portsmouth .....	953-6950
Naval Weapons Station, Yorktown .....	887-7338/9
Norfolk Naval Shipyard, Portsmouth .....	396-7260
NSA Norfolk Northwest Annex .....	421-8123

**VOLUNTEER PROGRAM**

*The Volunteer Program provides opportunities within Fleet and Family Support Centers or the community for individuals to grow and develop through volunteer work, and to provide volunteer support to augment FFSC programs in the military community. We welcome all active duty service members, retirees, and their family members, and civilians interested in volunteer opportunities within the FFSC network or the community. Volunteers under the age of 18 are accepted if volunteering through the auspices of a school partnership program or under direct parental supervision.*

**Fleet and Family Support Centers**

Naval Air Station, Oceana.....	433-2912
Naval Amphibious Base, Little Creek.....	462-7563
Naval Station, Norfolk .....	444-2102
Naval Support Activity, Norfolk, Northwest Annex .....	421-8770
Naval Weapons Station, Yorktown .....	887-4606
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